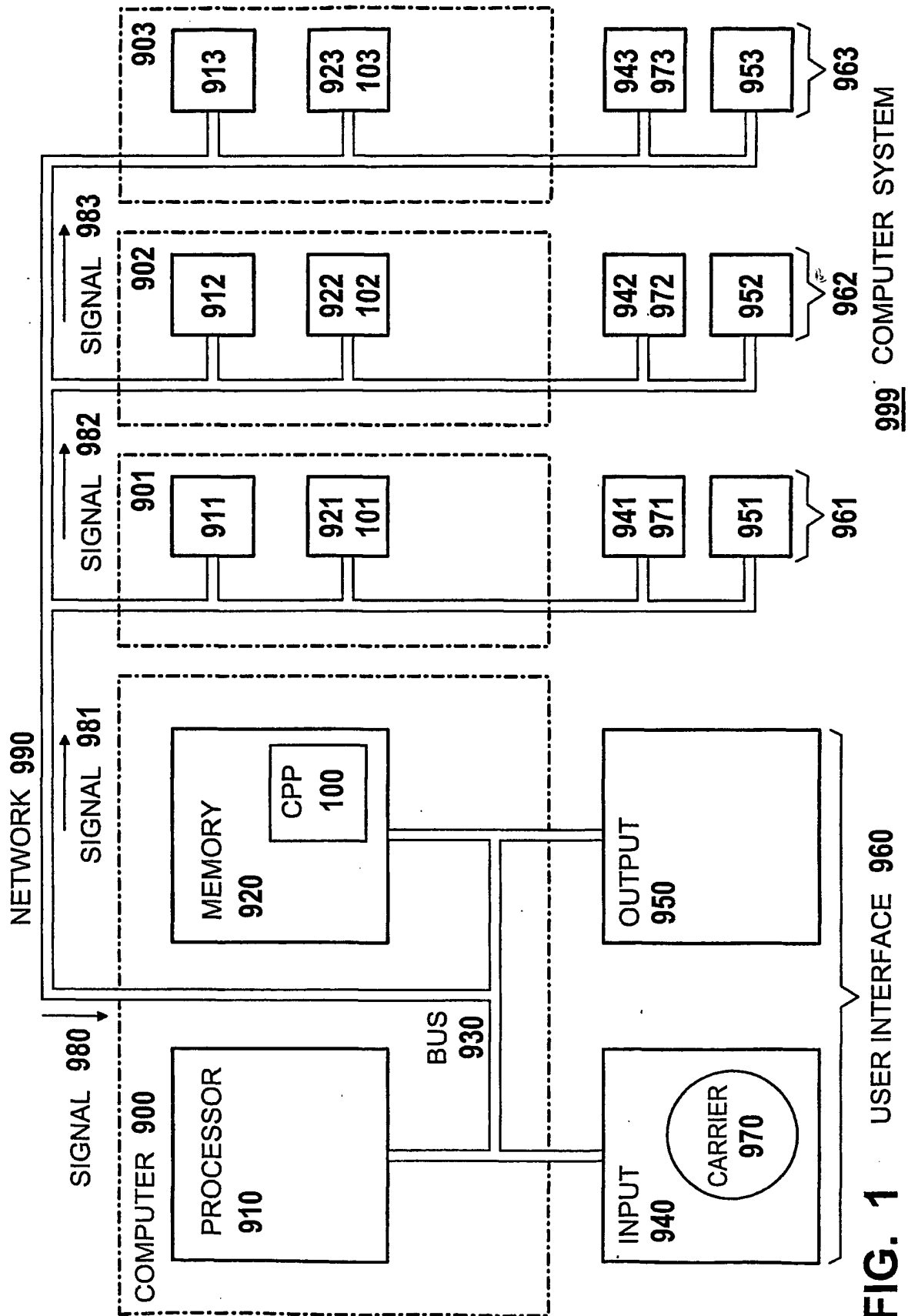


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**FIG. 1** USER INTERFACE 960

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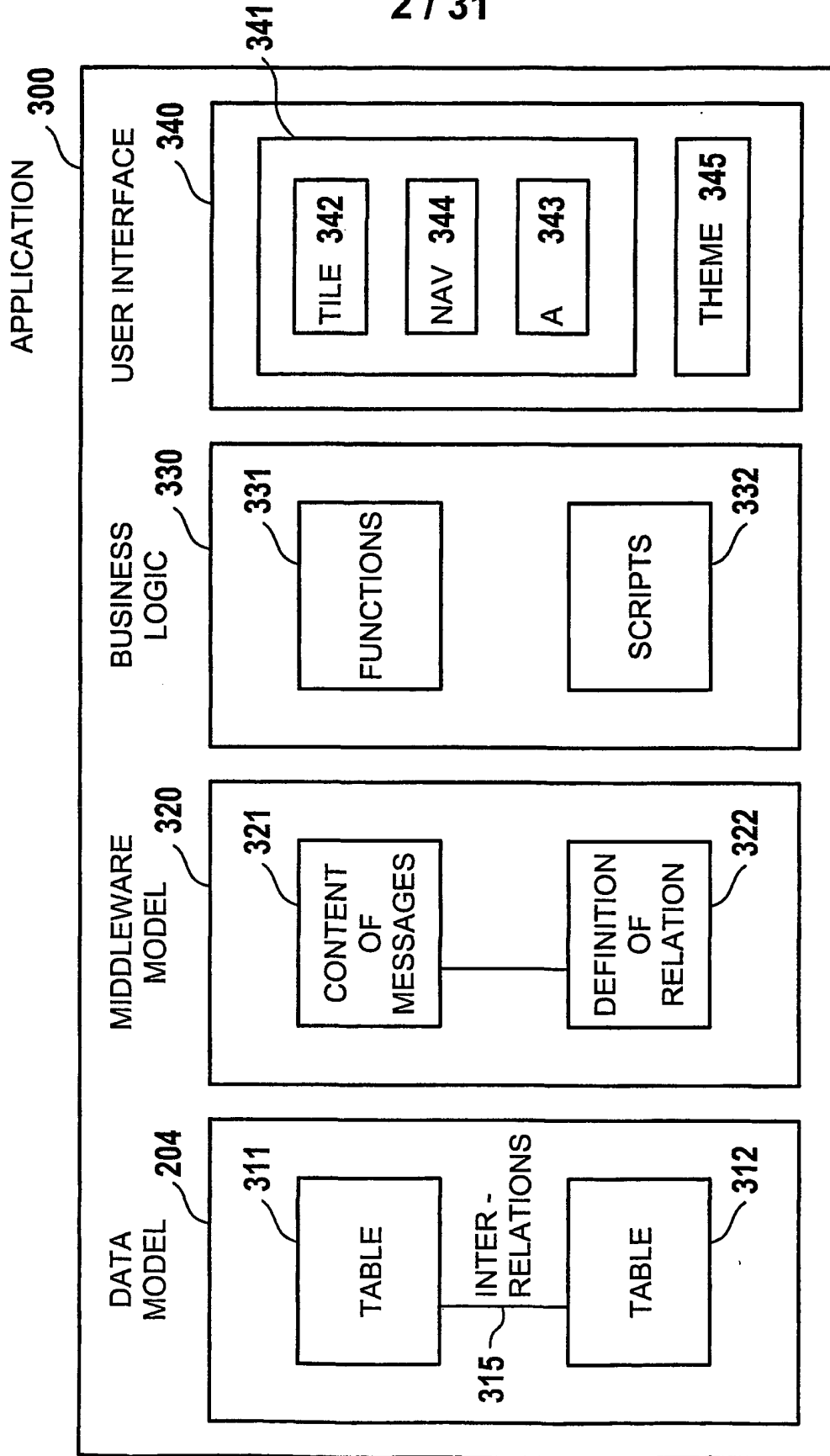
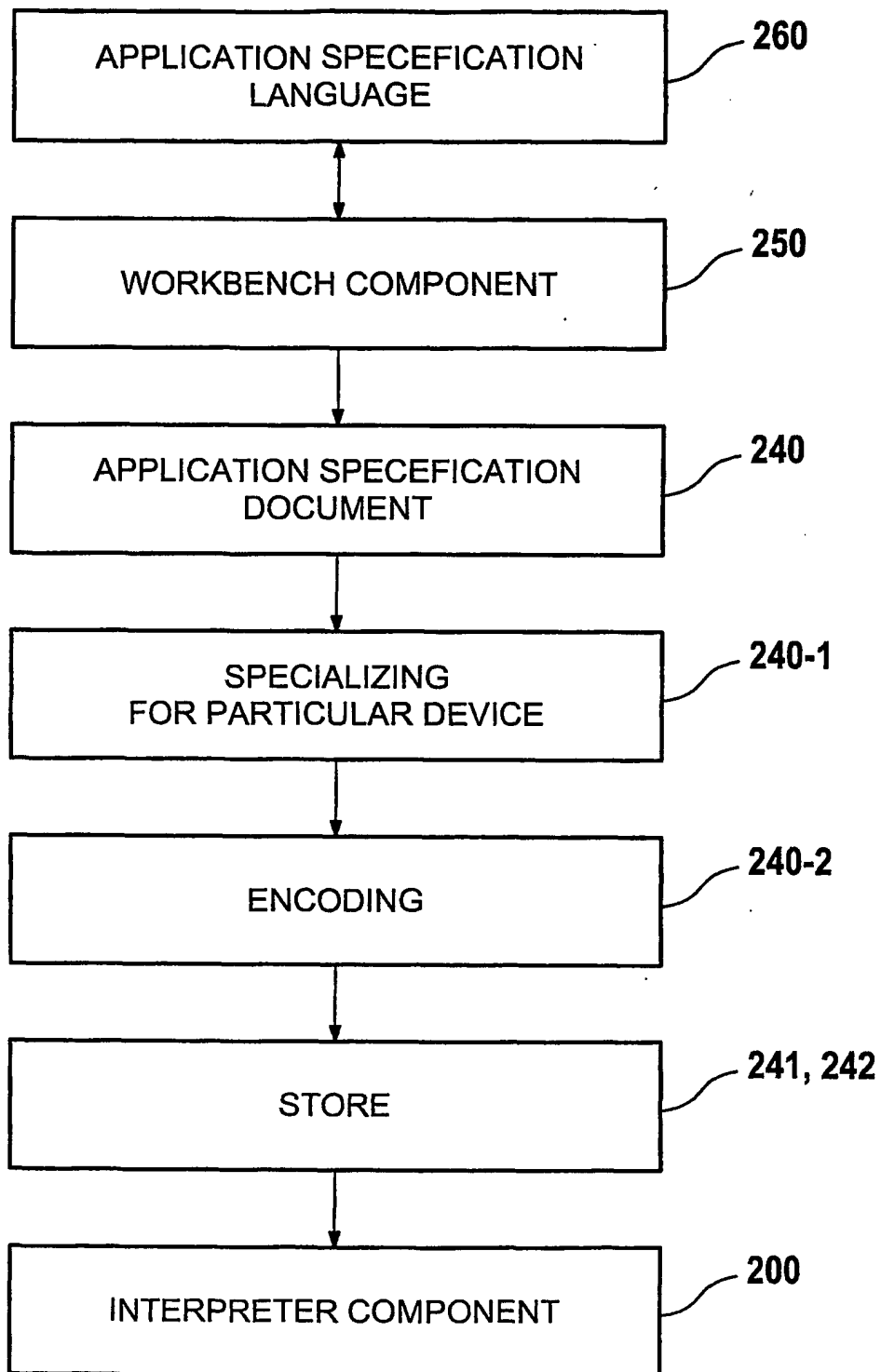
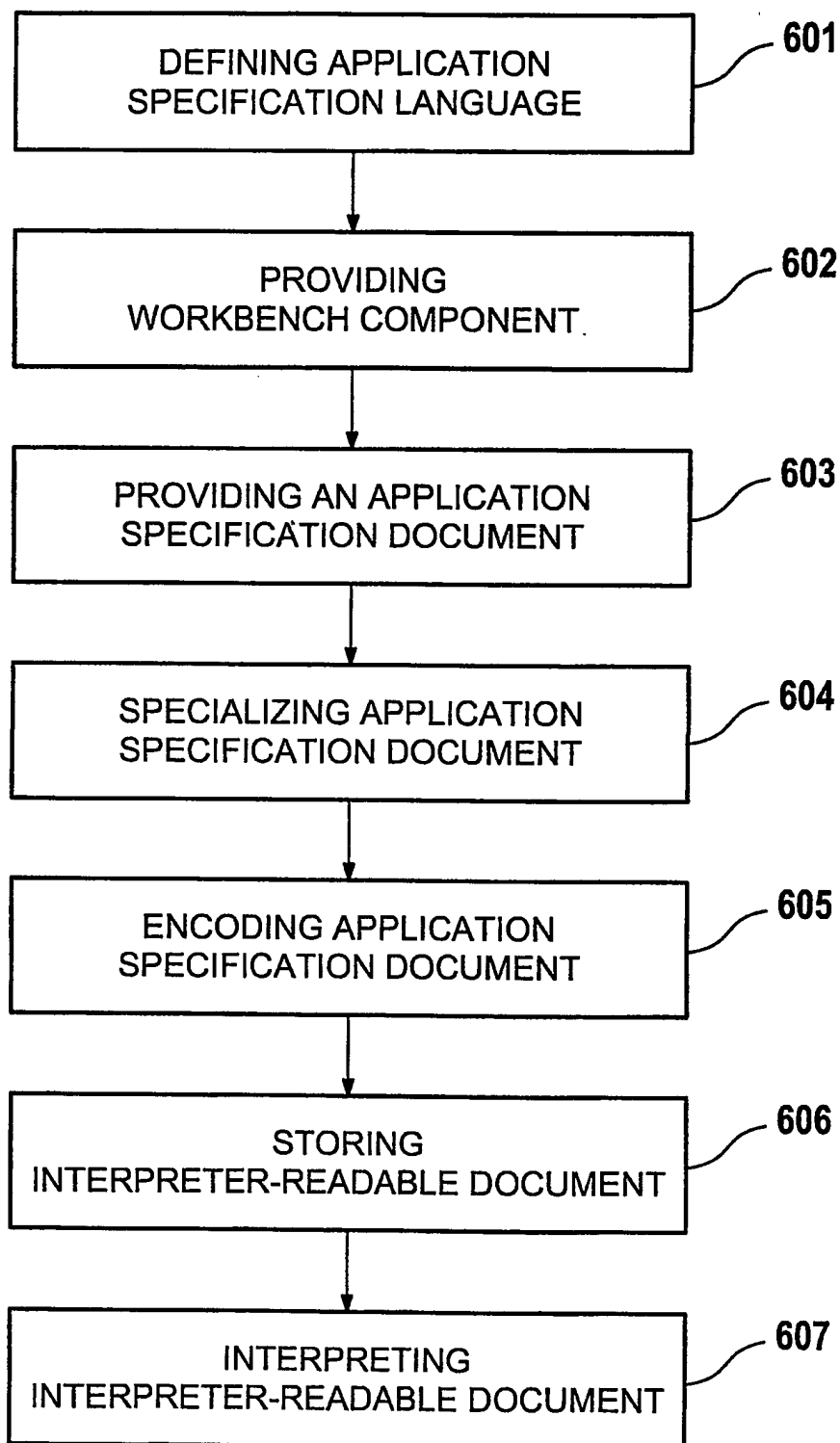


FIG. 2

**3 / 31****FIG. 3**

**4 / 31****FIG. 4****600**

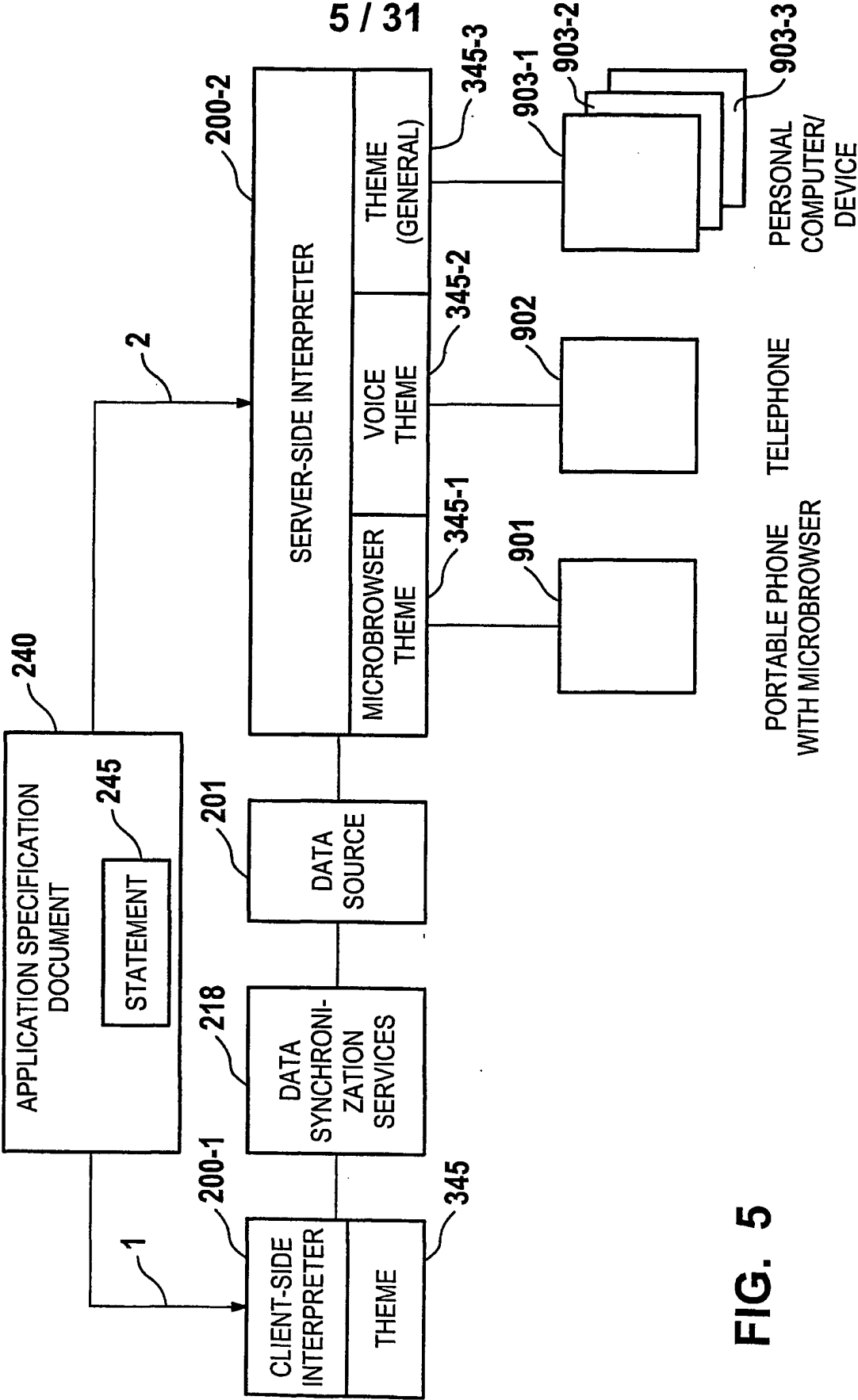


FIG. 5

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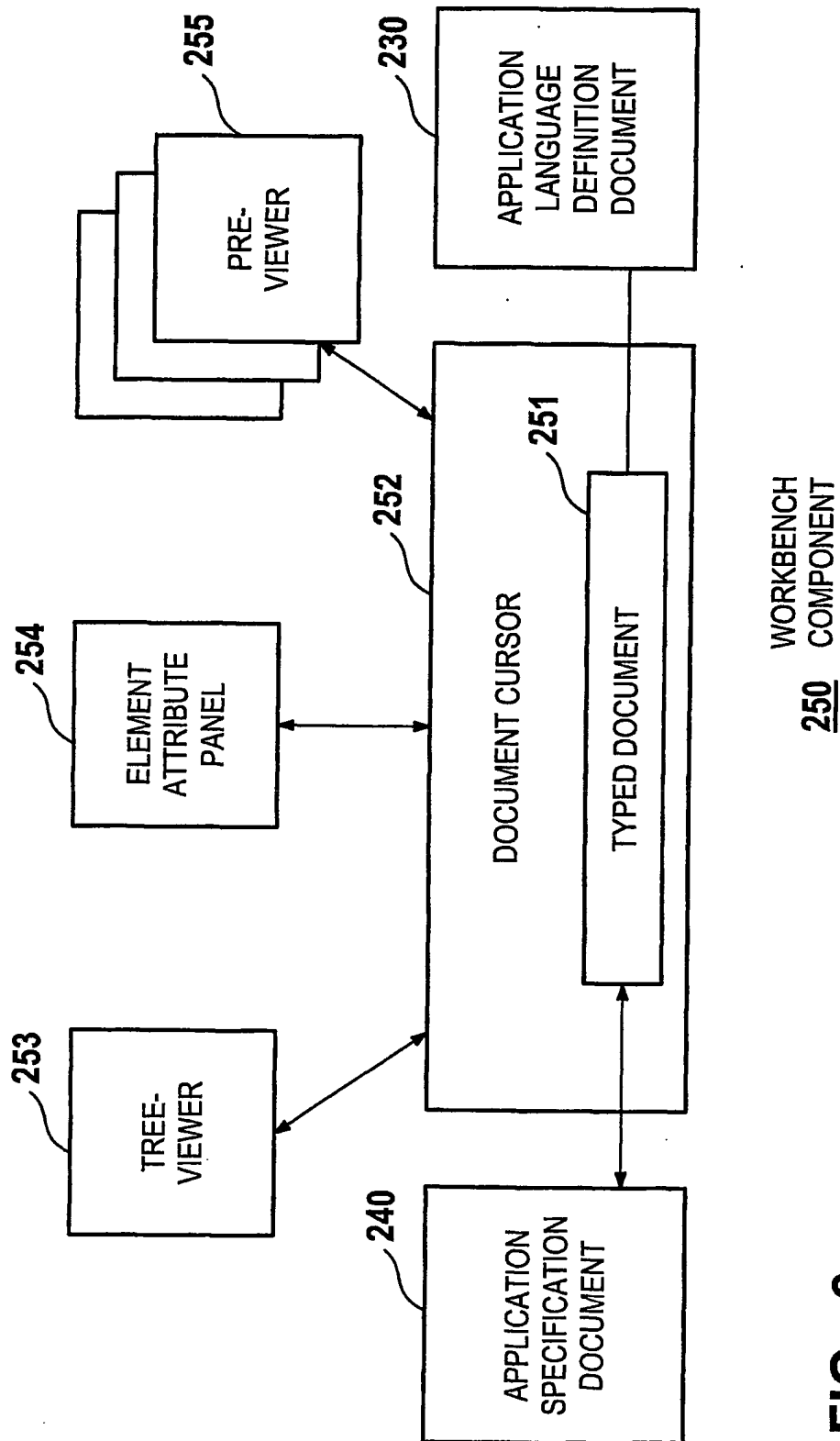


FIG. 6

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FIG. 7

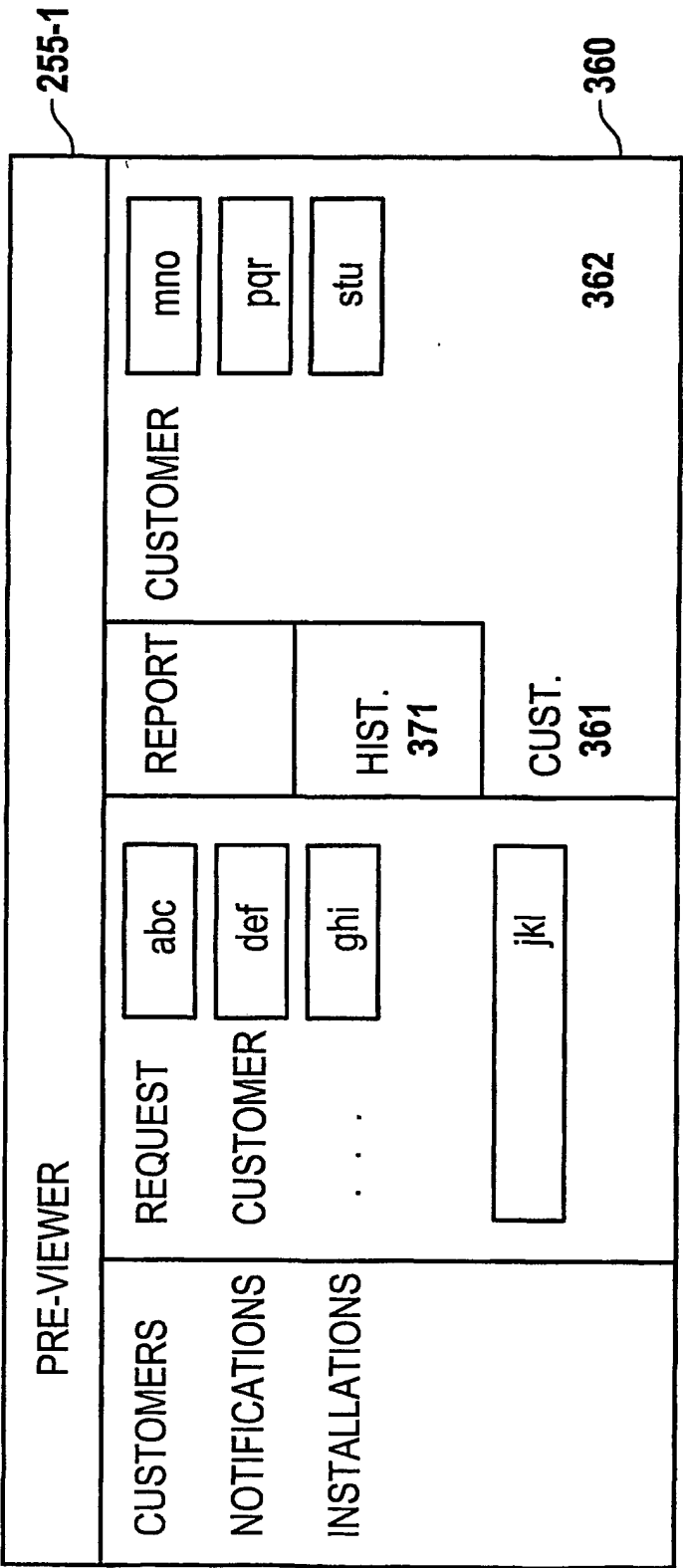


FIG. 8



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**PRE-VIEWER**

GENERAL	CUST.	HIST.	REPORT
REQUEST	<input type="text" value="abc"/>		
CUSTOMER	<input type="text" value="def"/>		
...	<input type="text" value="ghi"/>		
<input type="text" value="jkl"/>			

255-2

**FIG. 9**

**PRE-VIEWER**

CUSTOMERS NOTIFICATIONS INSTALLATIONS	REQUEST	<input type="text"/>	<input type="text"/>
	CUSTOMER	<input type="text"/>	<input type="text"/>
		<input type="text"/>	<input type="text"/>
		<input type="text"/>	<input type="text"/>
		<input type="text"/>	<input type="text"/>

255-3

**FIG. 10**

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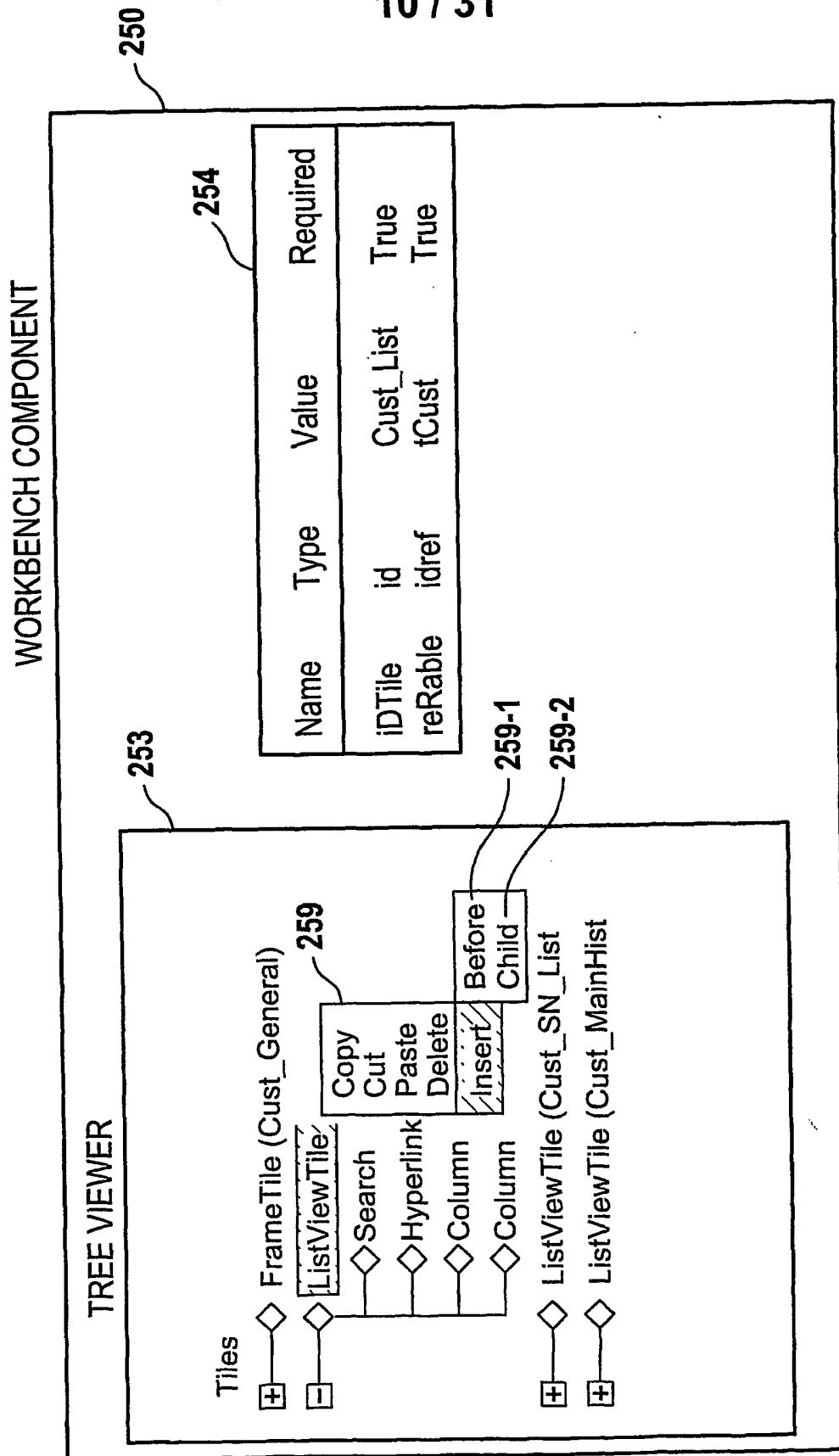


FIG. 11

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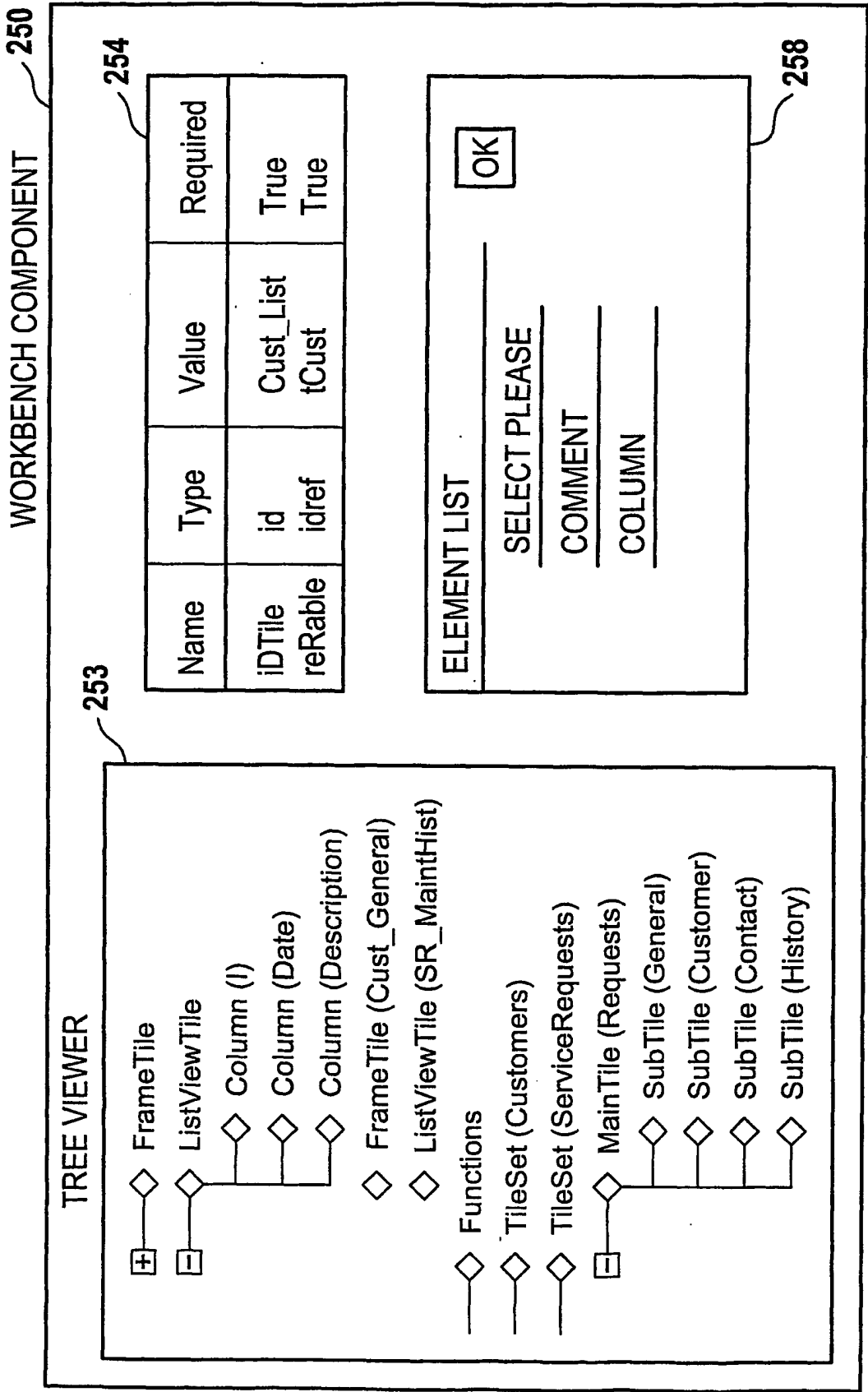


FIG. 12

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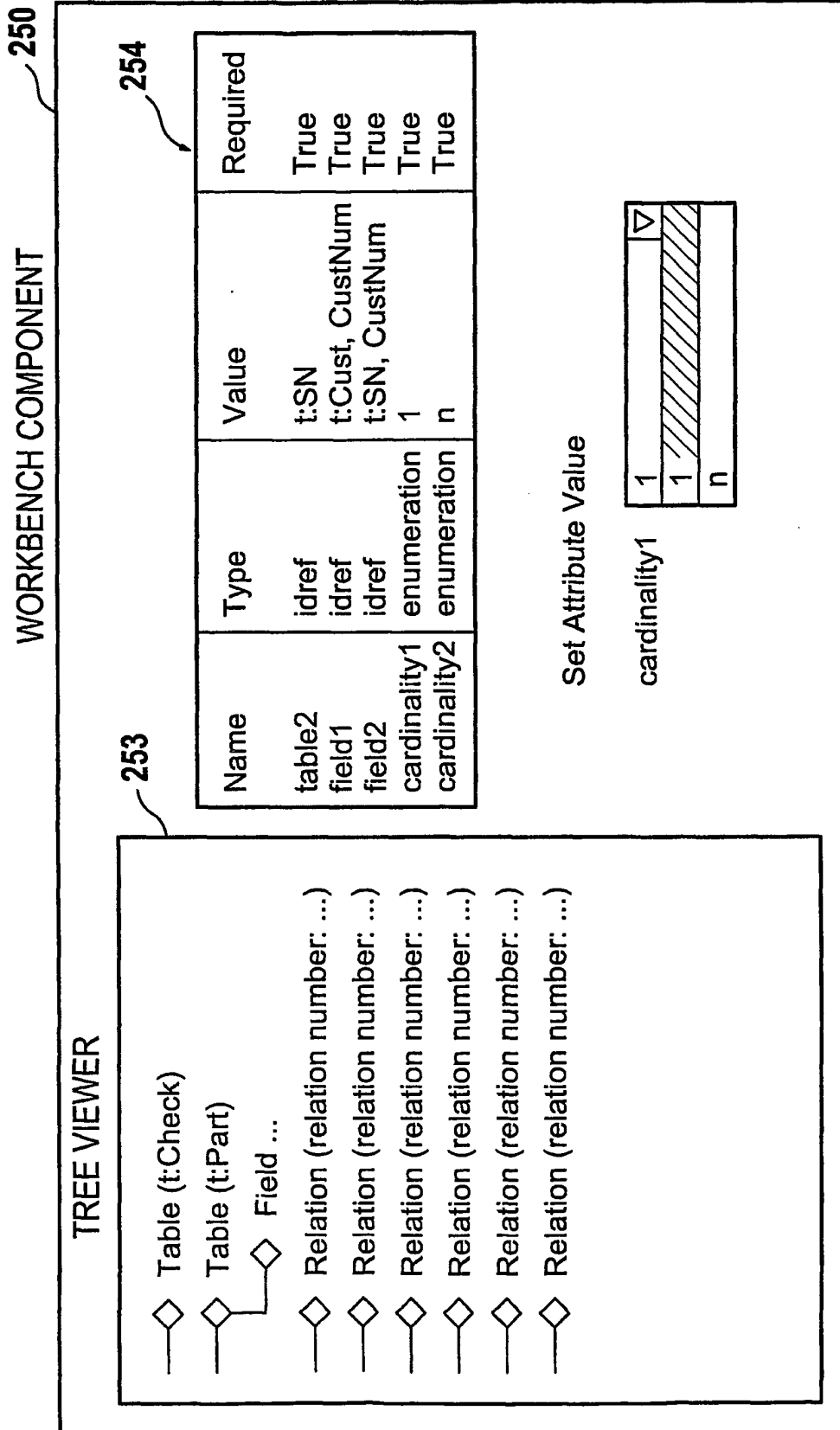
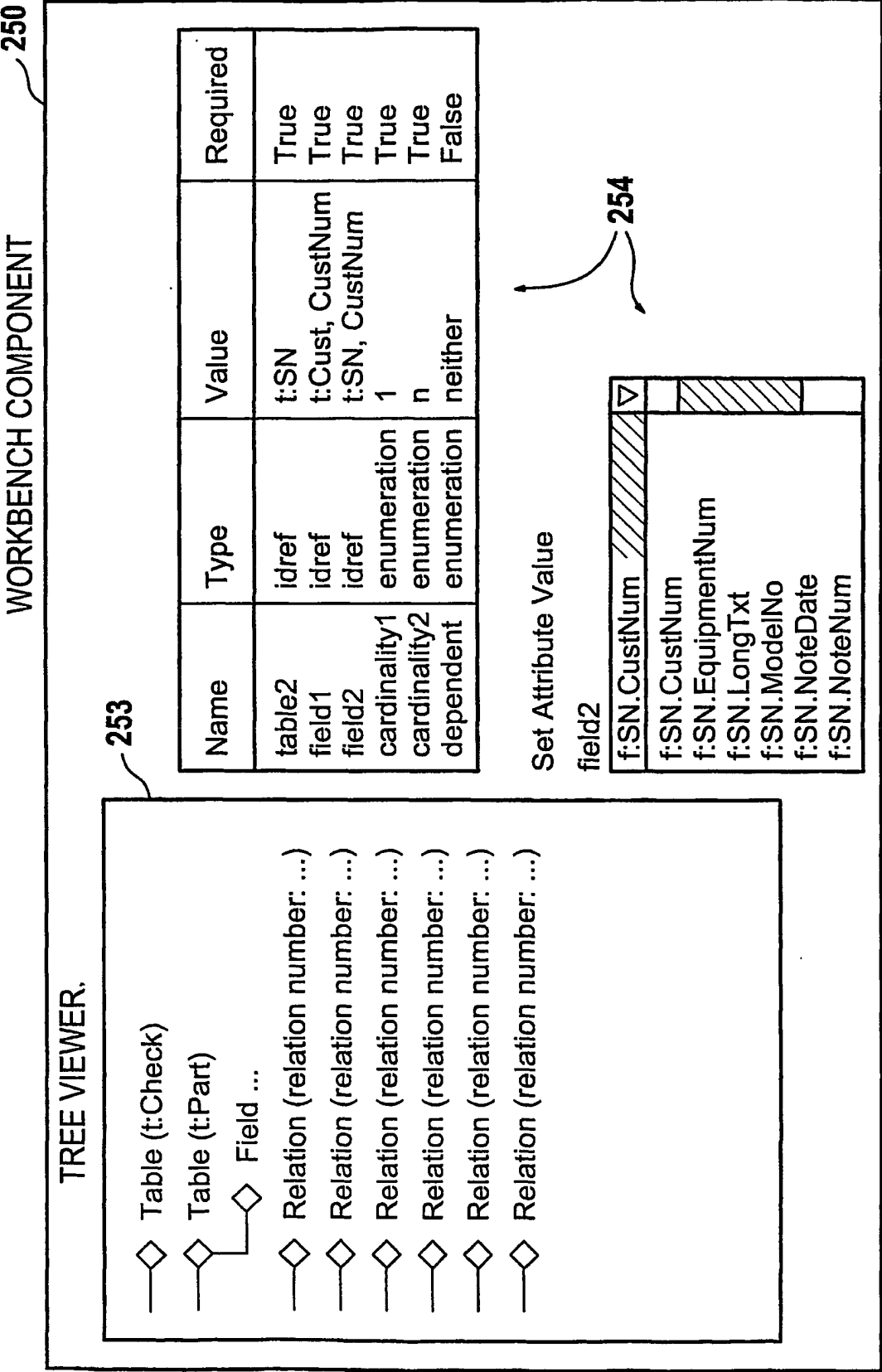


FIG. 13



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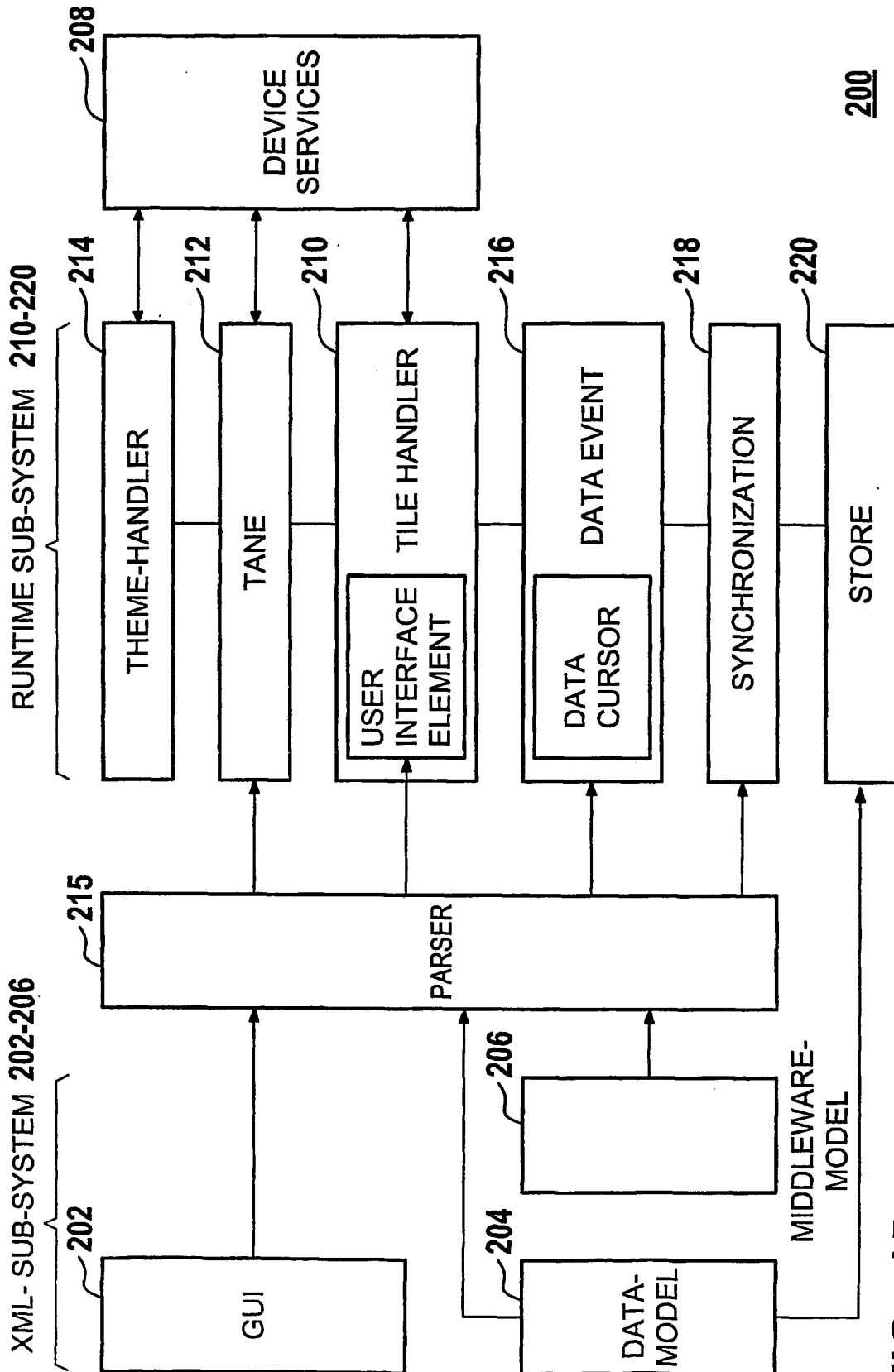


FIG. 15

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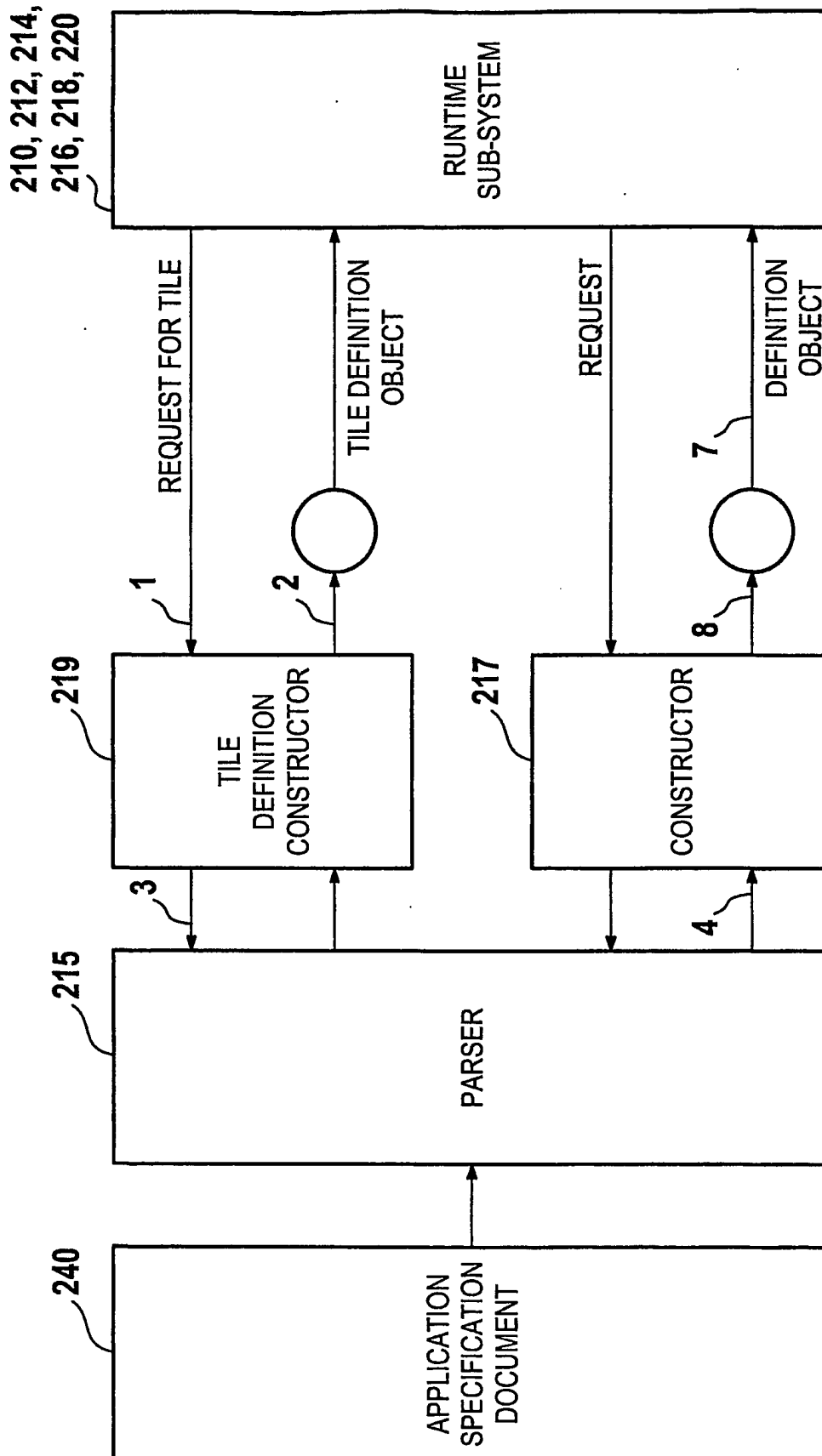


FIG. 16

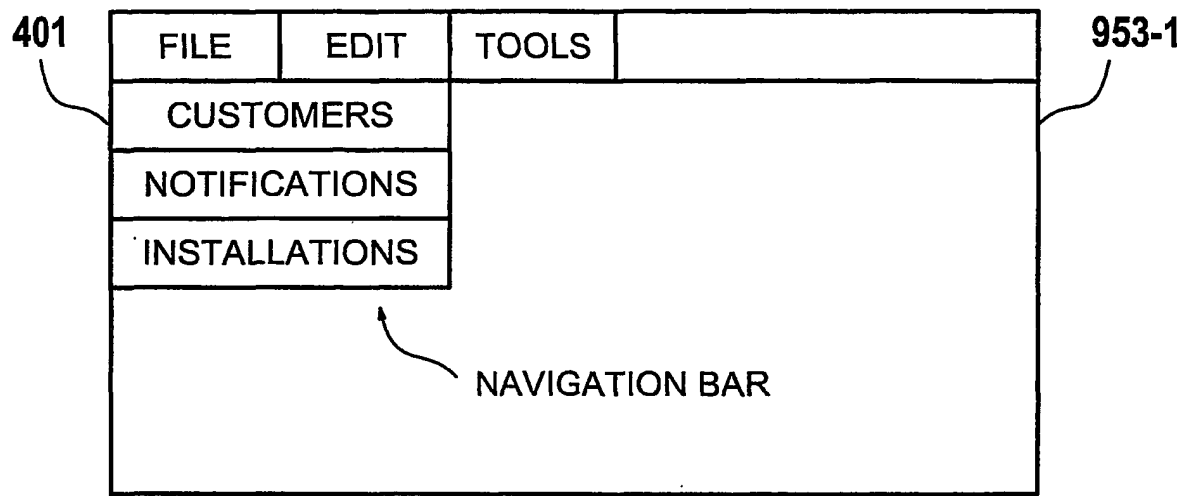


FIG. 17A

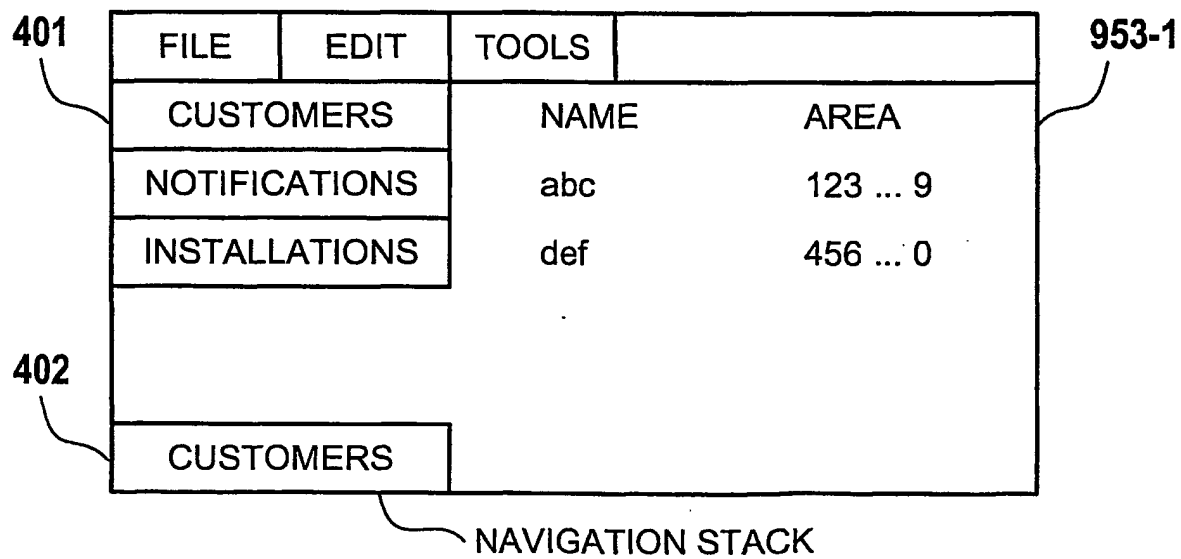


FIG. 17B



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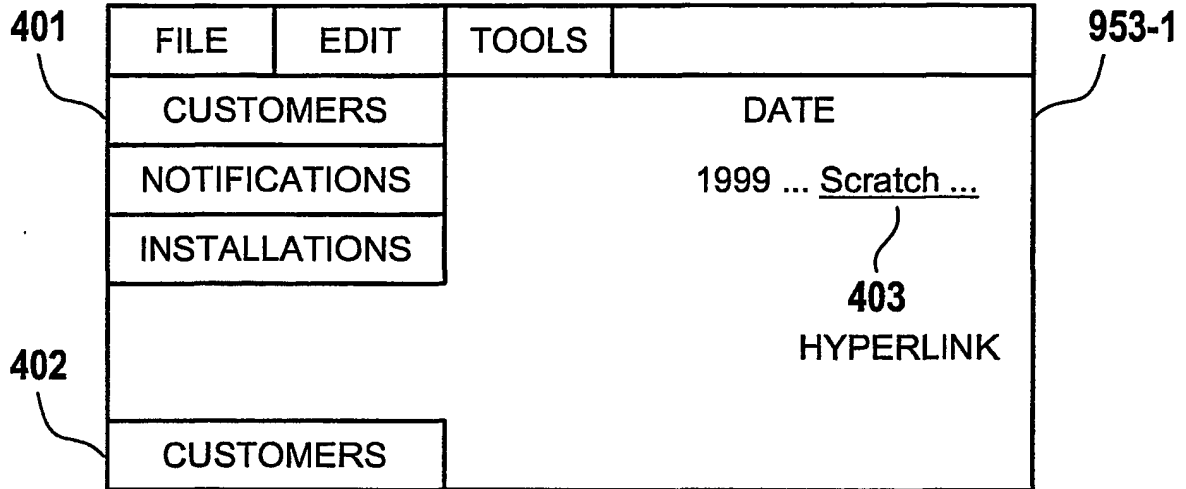


FIG. 17C

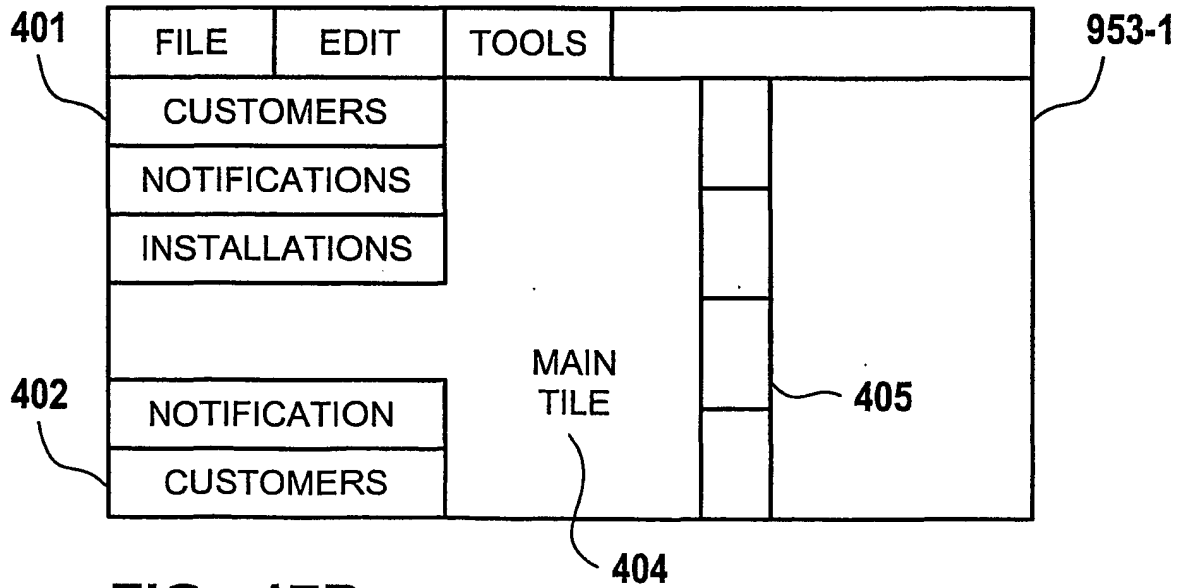


FIG. 17D

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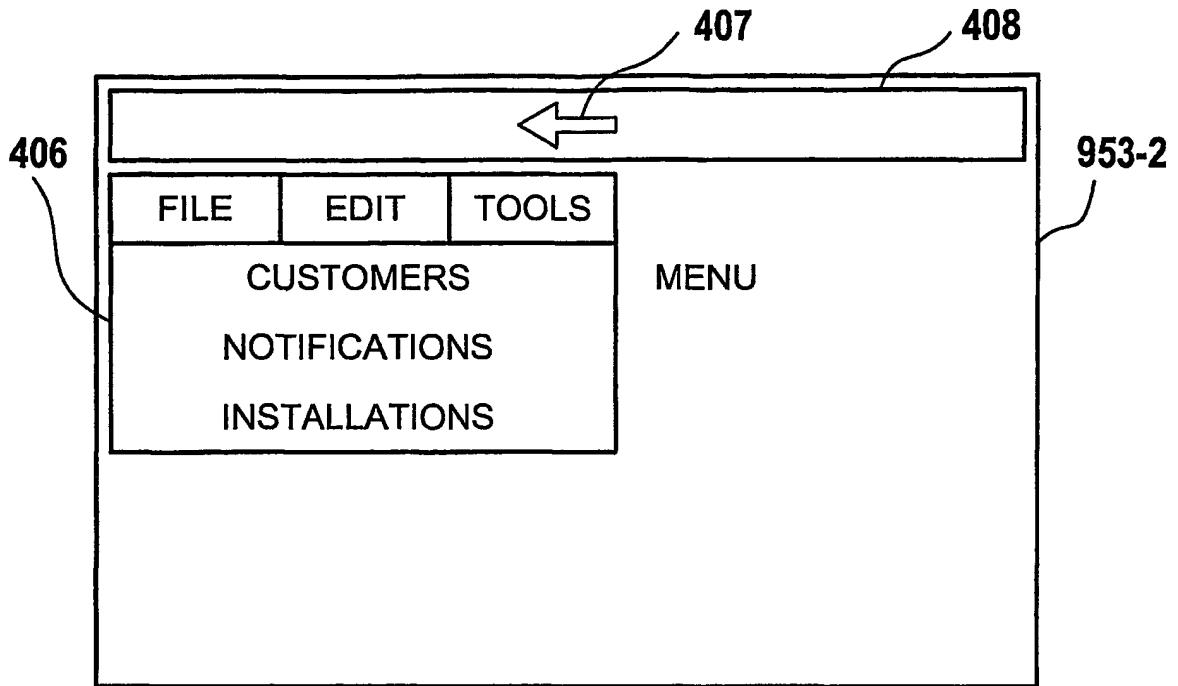


FIG. 18A

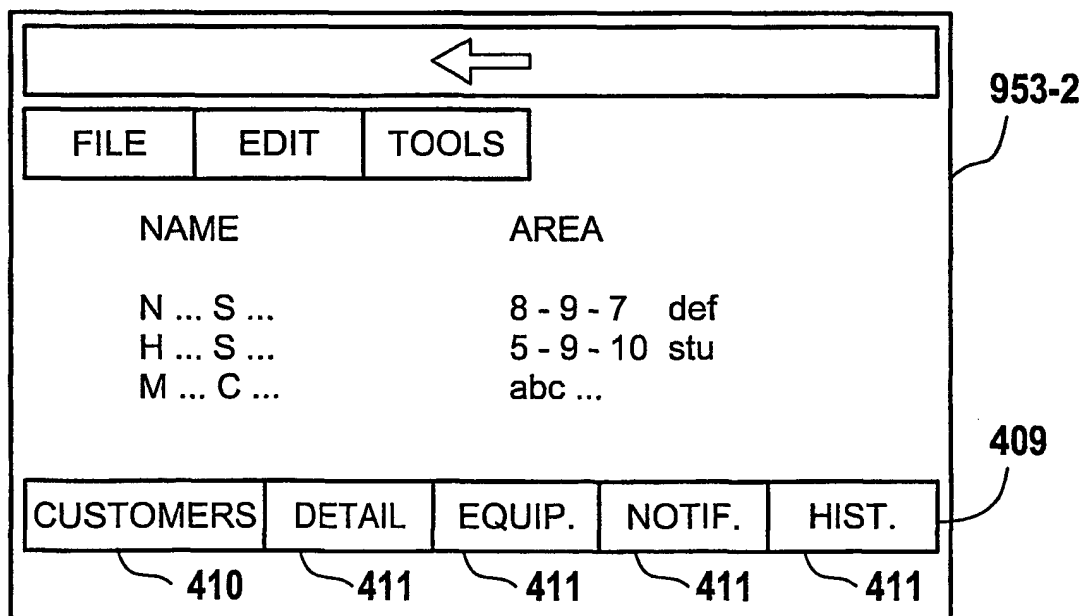


FIG. 18B

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953-2

←

FILE EDIT TOOLS

CUSTOMER # 777

NAME N ... S...  
abc  
def ...

CUSTOMERS DETAIL EQUIP. NOTIF. HIST.

FIG. 18C

953-2

←

FILE EDIT TOOLS

xyz 1234

CUSTOMERS DETAIL EQUIP. NOTIF. HIST.

FIG. 18D

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←				
FILE	EDIT	TOOLS		
DATE	DESCRIPTION			
...	...			
CUSTOMERS	DETAIL	EQUIP.	NOTIF.	HIST.

FIG. 18E

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←			
FILE	EDIT	TOOLS	
REQUEST CUSTOMER EQUIPMENT			
CUSTOMERS	DETAIL	EQUIP.	REPORT

FIG. 18F

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416 CUSTOMER LIST

FILE EDIT TOOLS				
CUSTOMERS NOTIFICATIONS INSTALLATIONS	<u>ID</u>	<u>NAME</u>	<u>AREA</u>	<u>ADDRESS</u>
	415			412
	1234 777	abcd efg	xyz stu	mno klm
	<u>MODEL</u>	<u>ID</u>	<u>DATE</u>	<u>DESCRIPTION</u>
	414			413

953-3

FIG. 19A

FILE EDIT TOOLS				
CUSTOMERS NOTIFICATIONS INSTALLATIONS	415		<u>CUSTOMER</u>	<u>DETAIL</u>
			412	418
			1234 abcd	
	<u>MODEL</u>	<u>ID</u>	<u>DATE</u>	<u>DESCRIPTION</u>
	414			413

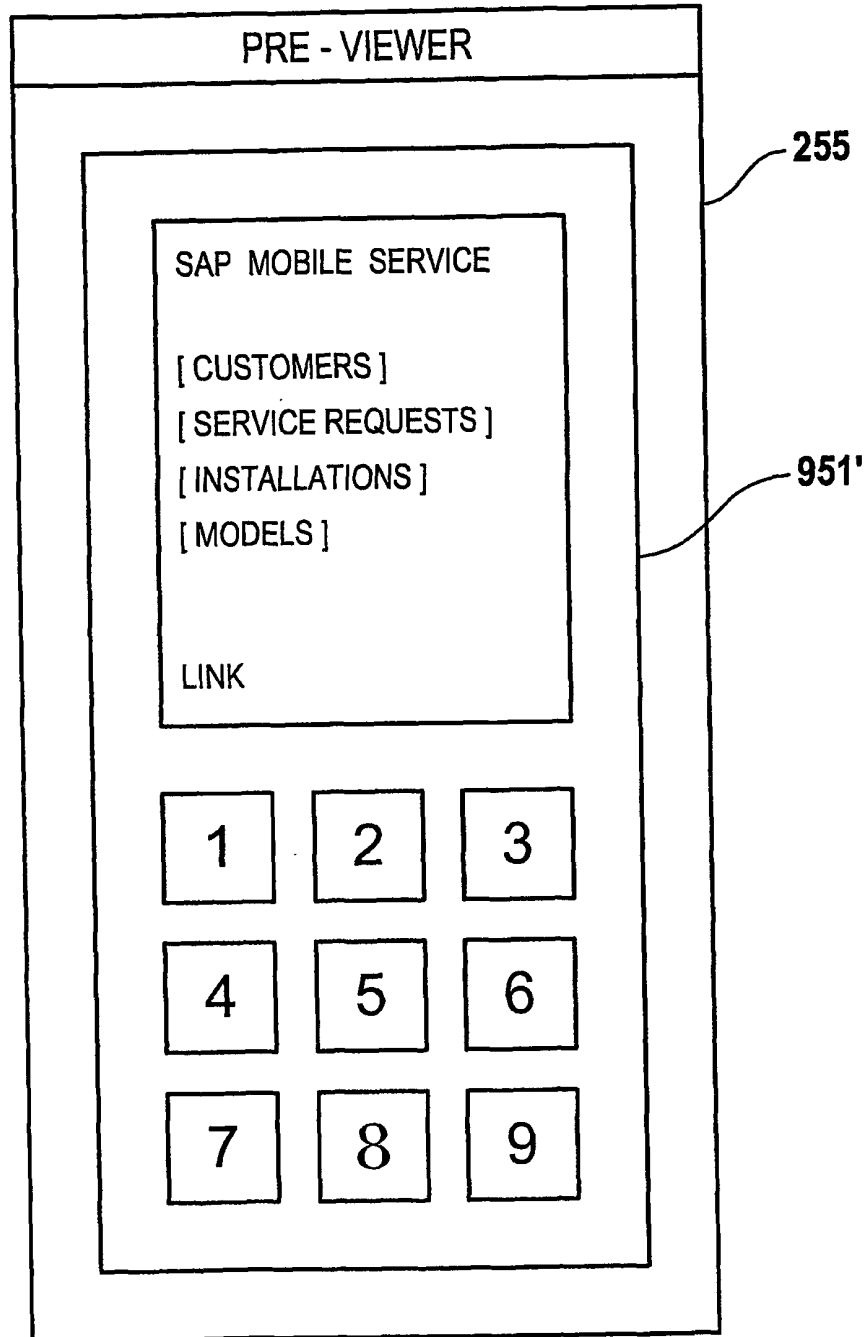
953-3

FIG. 19B

FILE EDIT TOOLS				
CUSTOMERS NOTIFICATIONS INSTALLATIONS	415		412	
	<u>DESCRIPTION</u>			
	414		413	

953-3

FIG. 19C

**22 / 31****FIG. 20A**

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**PRE - VIEWER**

MENU CUSTOMERS  
TO FIND, ENTER DATA  
IN ONE OR MORE OF  
THE FOLLOWING  
SEARCH FIELDS:

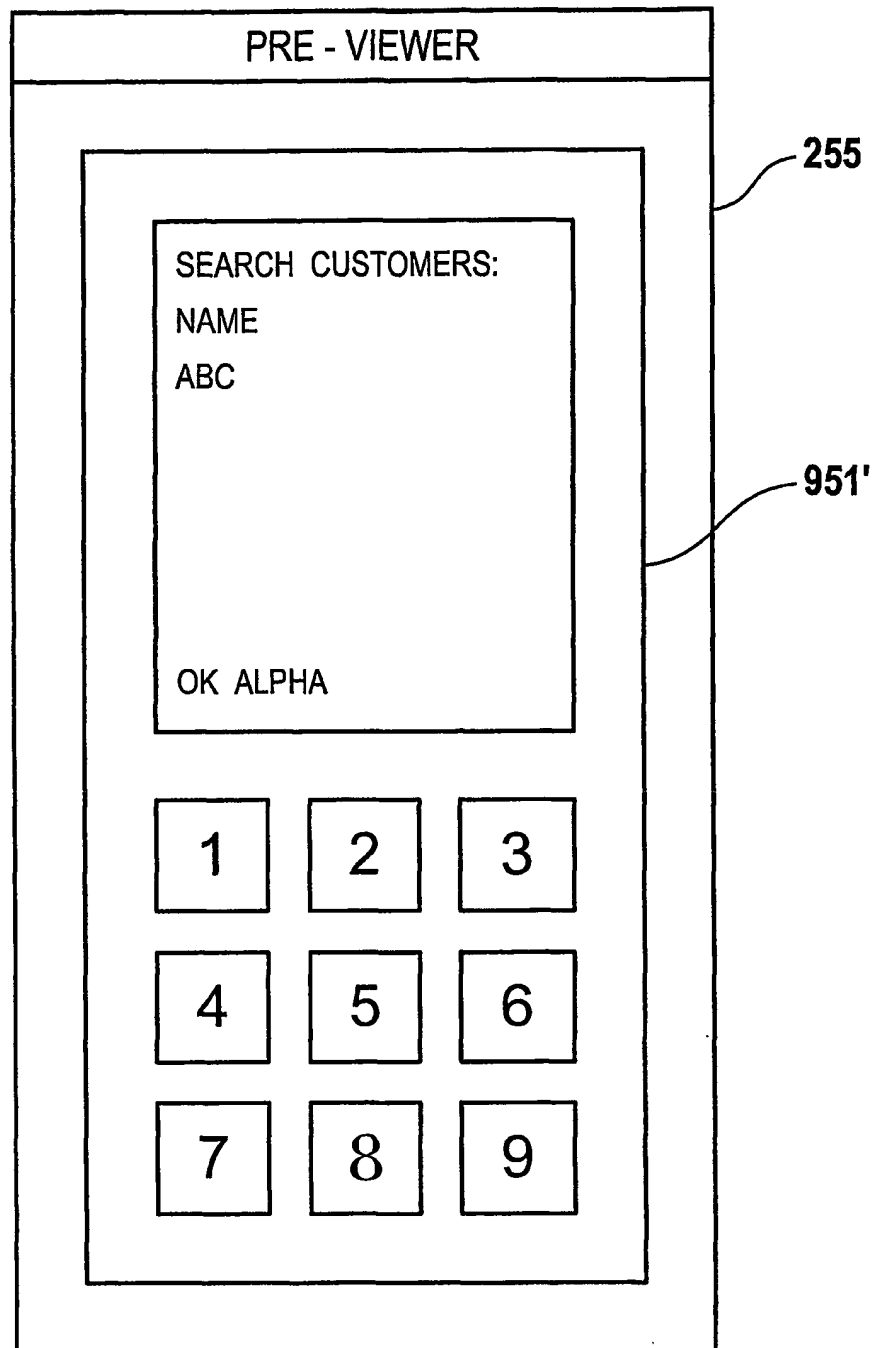
OK

1 2 3  
4 5 6  
7 8 9

255

951'

**FIG. 20B**

**24 / 31****FIG. 20C**



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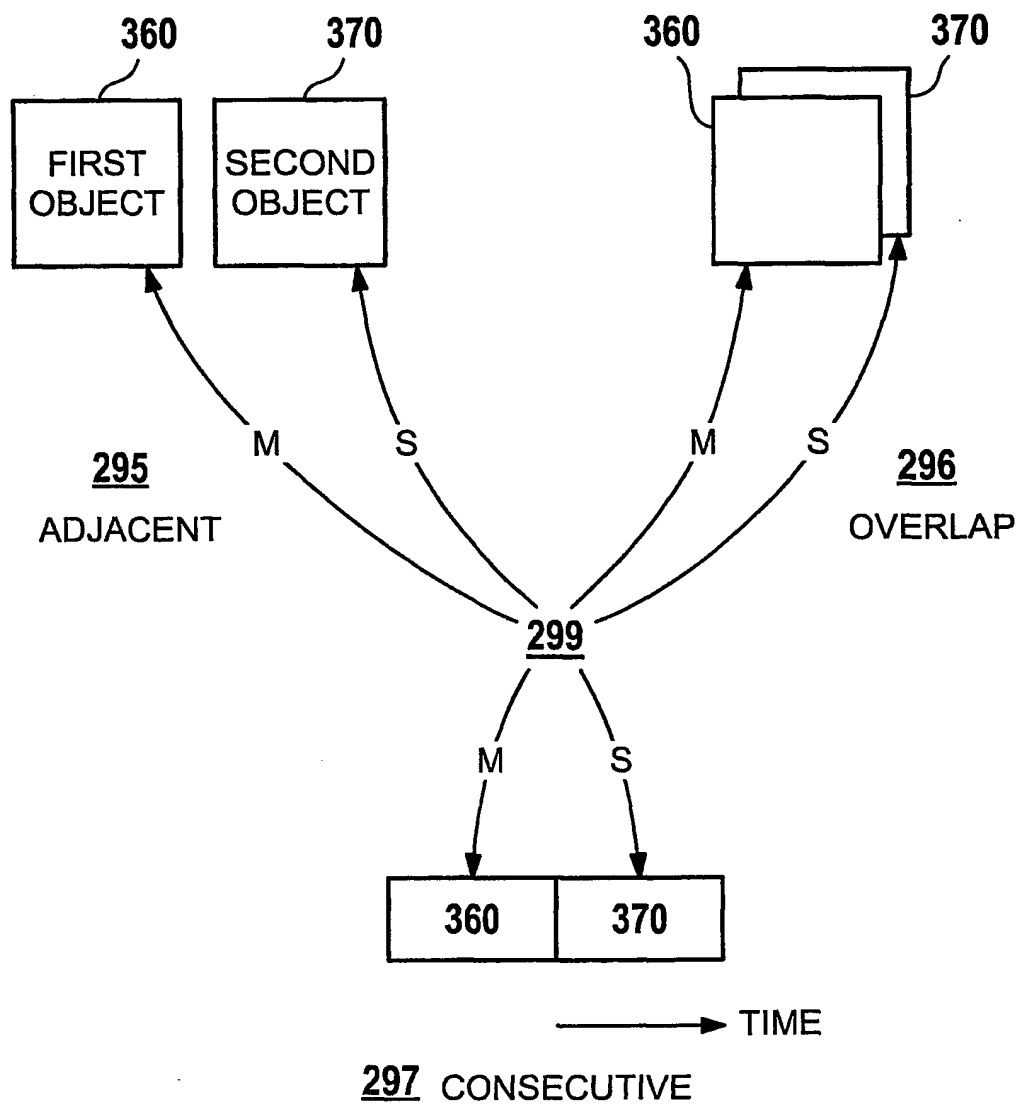


FIG. 21

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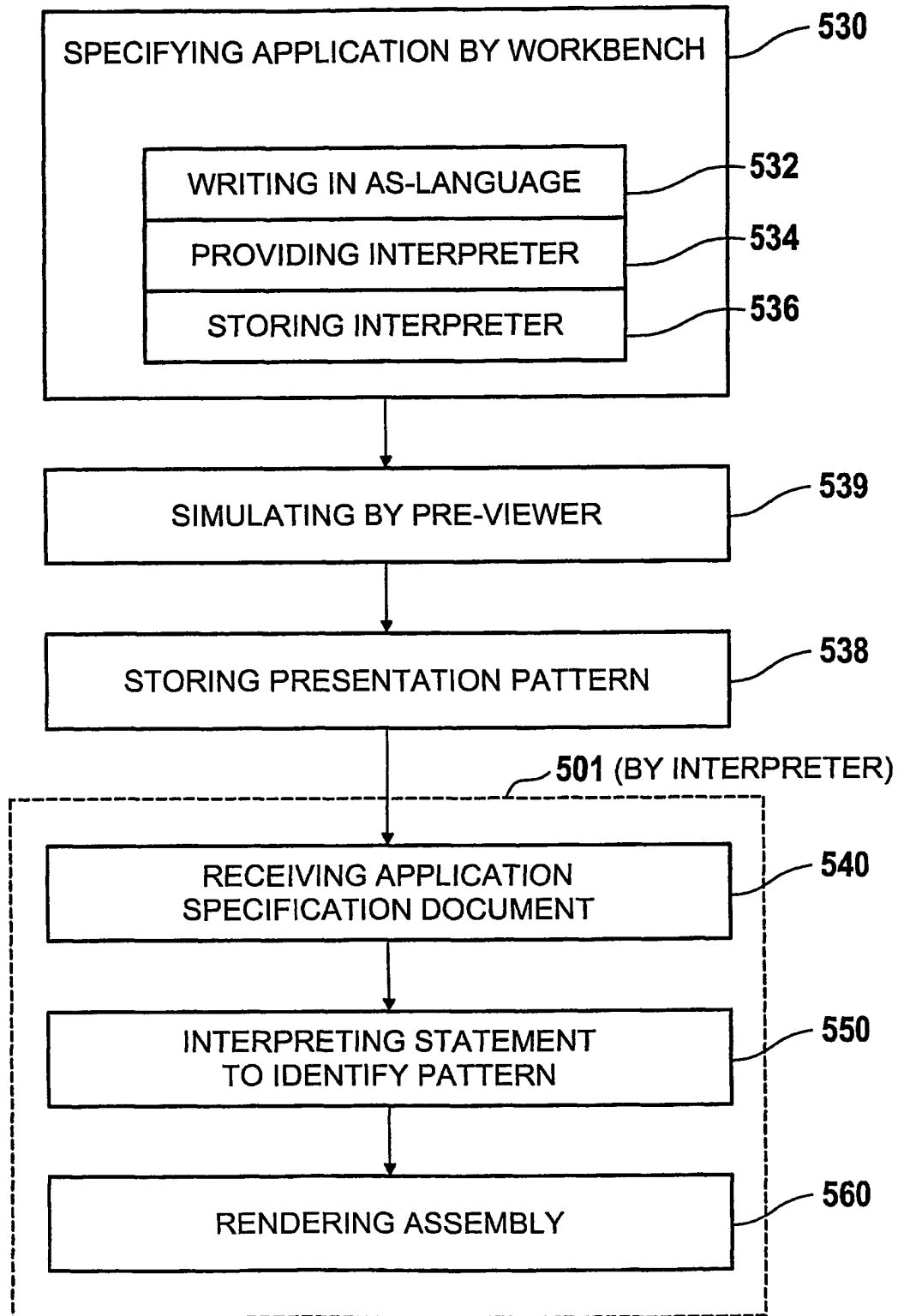
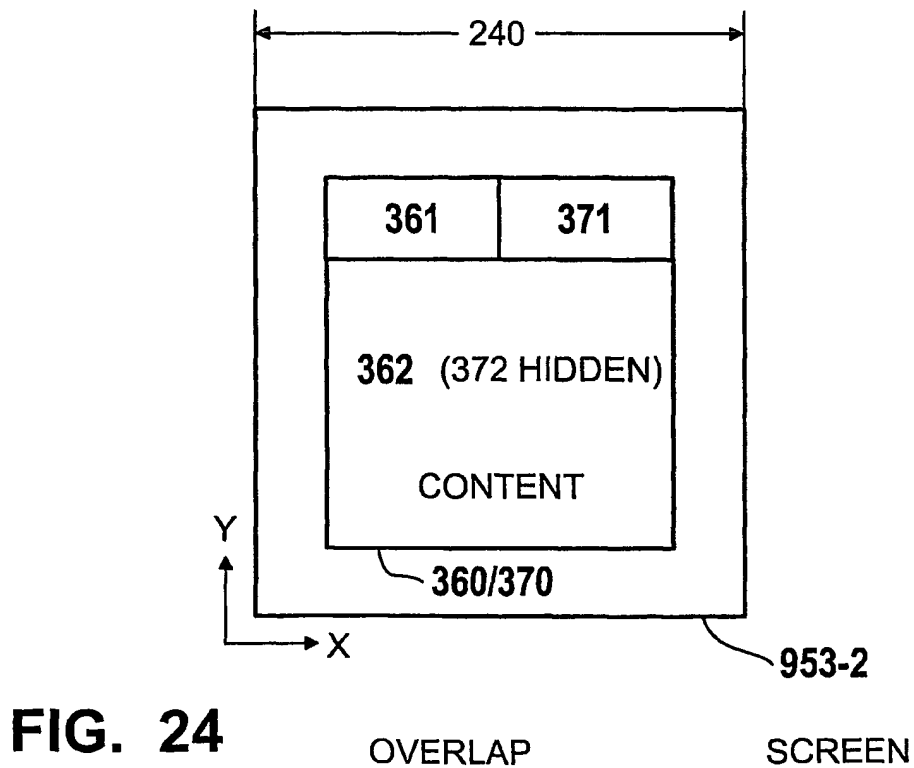
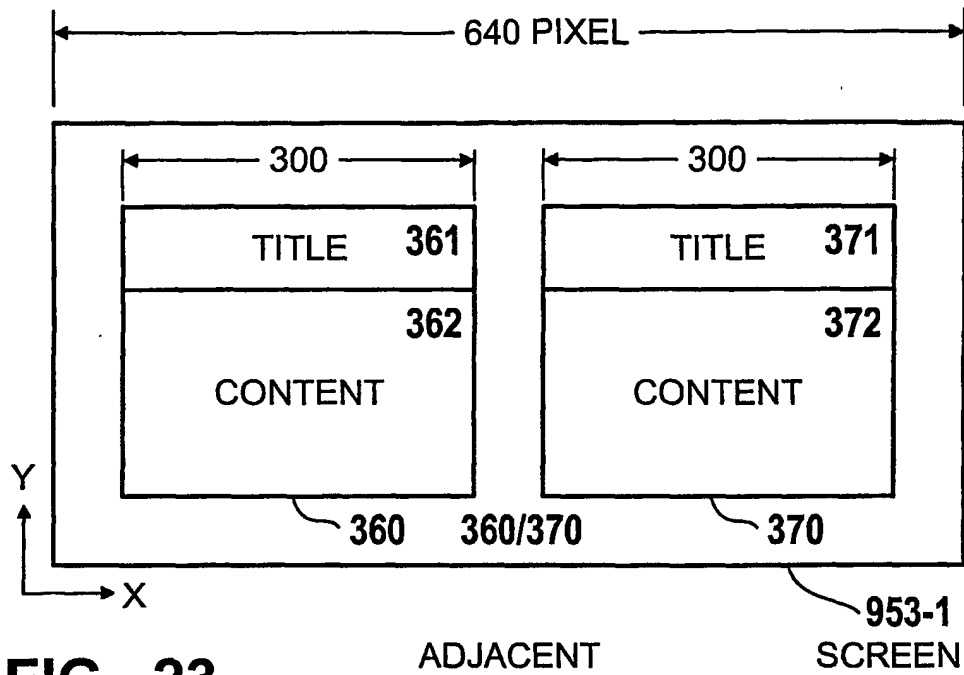








FIG. 22

500

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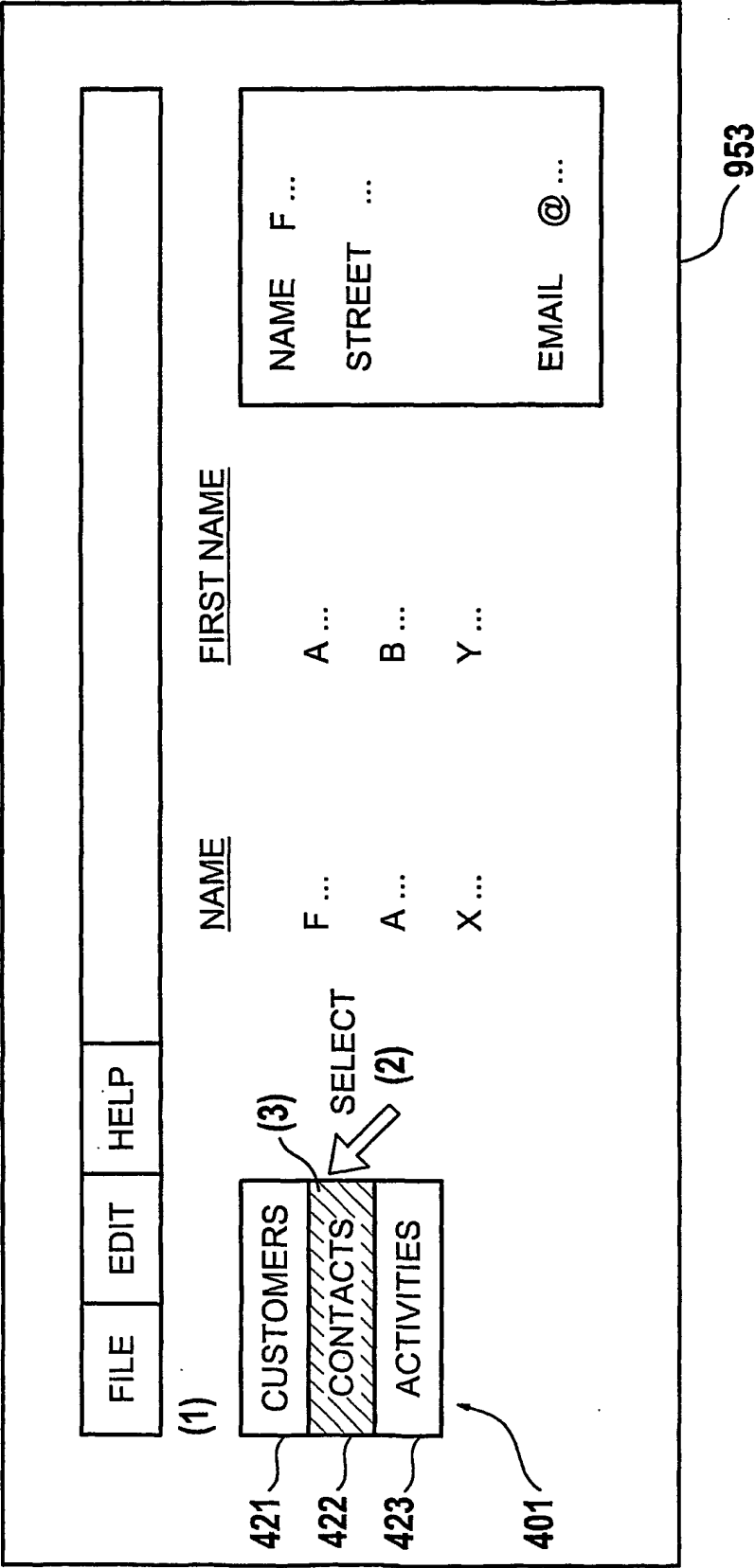


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- (1)  Welcome to the telephony sales force automation system. Please select an item from the main menu. They are customers, contacts and activities.
- (2)  Contacts
- (3)  The selected item is contacts.
- (4)  Search item with F
- (5)  There is one item. Item 1 ... of ... . The overview of the selected contact is as follows: The contact name is F... . The email address is F... @ ... .com. What would you like to do now? You can obtain information about the contact history for this contact. You can also obtain more information about this contact. Alternatively, you can go back to the main menu, or ask for repeating what you just heard.
- (6)  Check the contact detail.

**FIG. 25**

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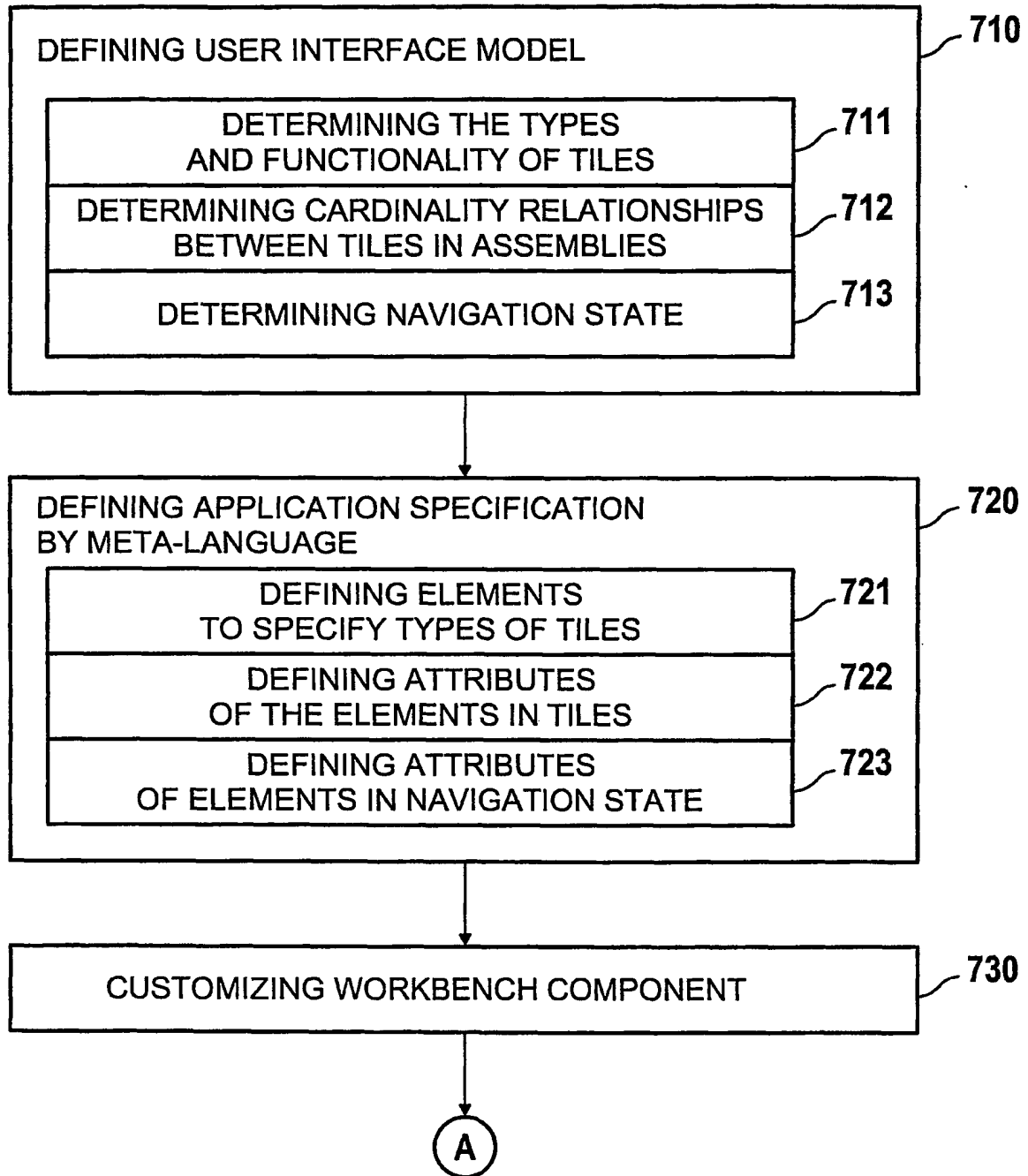
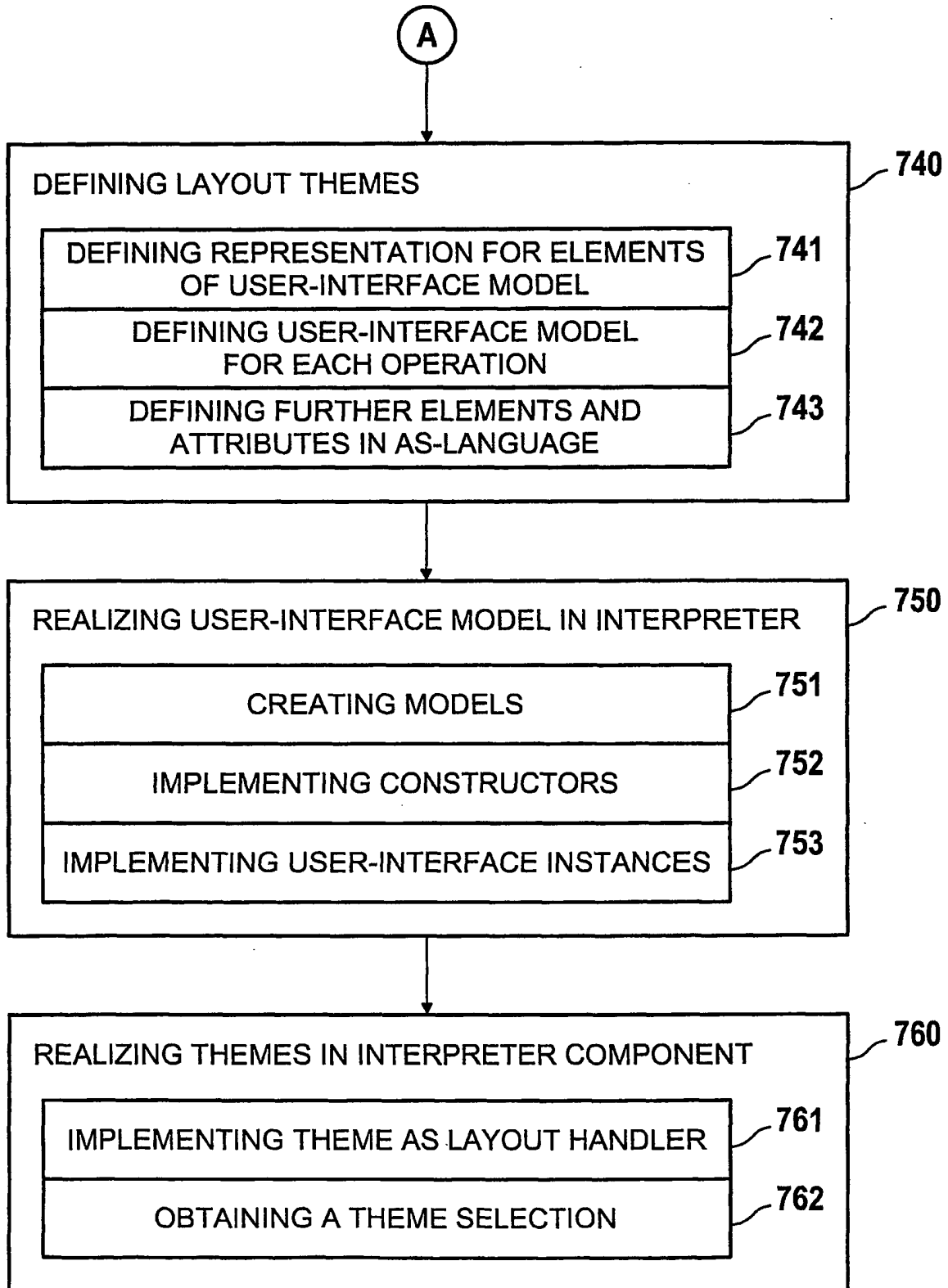


FIG. 27

700

**31 / 31****FIG. 28**700